



## Forms to Streamline Organizational Processes - HRG Worldwide AU

### About the business

HRG Worldwide (Australia) is a local office of a corporate travel management company. Their aim is to provide tailored products and services to meet business travelers' needs from all around the world. They operate in over 120 countries and have over 12000 employees, thus managing internal processes is as important as their commitment to their clients is.

### Issue

For a company addressing an international public it is highly important to focus on customer satisfaction to build and improve its services. Therefore a tool to gather in-depth data in a quick and efficient manner can give insight to develop high-standard services. Having a working system to efficiently communicate decisions like new job opportunities, dismissals and in the mean time be aware of the satisfaction of your current employees can be hard to tackle.

HRG needed a tool that would allow them to gain insights from their stakeholders and manage HR tasks with ease. Consequently, the system had to be easy customizable to adapt to the workflow of the company. The software had to be at the same time flexible and affordable in order to meet HRG needs.

### 123ContactForm solution

With 123ContactForm online form builder, the HRG team gained a powerful tool to improve both internal and external communication. They created forms with field rules to show only the necessary information to diminish the time allotted to gather feedback from clients and employees. They also customized the form with advanced fields to receive uploads with resumes and other documents. And, in the end, they were able to was able to create a loop between forms with a link that directs everyone to the right survey and department.

### Tools used and overall payoff

- Many customized forms for internal processes: recruitment forms, employee satisfaction survey, resignation notification form and more.
- Field rules
- HTML blocks
- Surveys with advances fields

The surveys managed to ease internal processes in a profitable way and gather feedback form clients by using the same tool. Therefore, 123ContactForm brought an easy-to-use, affordable tool which facilitated their workflow.

## TESTIMONIAL

*"The simplicity of the form design and easy customization of forms made 123ContactForm the clear winner for us. I have not found an easier to use form builder tool!"*

Aaron Raikes, Operations Analyst at HRG Worldwide (Australia) - [www.hrgworldwide.com](http://www.hrgworldwide.com)

## Summary

1

ISSUE



2

SOLUTION



3

PAYOFF

HRG Worldwide AU needed a tool to create surveys to gather feedback upon the satisfaction of both clients and employees. A tool to improve both external communication and internal processes was needed for an efficient workflow.

123ContactForm offered surveys with field rules to optimize the data collection; and adapted forms to their internal need with HTML block with links and advanced fields to enable uploads for resumes and documents.

Data was gathered in an organized and efficient manner. Internal processes were improved, allowing employees to communicate in a time efficient way and collect clients' feedback in an organized fashion.